

# NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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## Waging War Against Social Engineering

*Failing to prepare for this war means preparing to fail in a big and costly way!*

**The act of tricking someone** into giving up information or taking action, usually through technology is called social engineering, a modern-day title for the work of online thieves. The idea behind social engineering is to take advantage of a potential victim's natural tendencies and emotional reactions. Phishing is just one way that a social engineer might gain access to your computer, your credit card information, or your bank account. A cybercriminal who is phishing might send emails that appear to come from a source trusted by the would-be victims. That trusted source might be a bank, for example, asking email recipients to click on a link to log in to their accounts. Those who click on the link, are taken to a fake website that, like the email, appears to be legitimate. If they log in on the fake site, they're essentially handing over their login credentials and giving the crook access to their bank accounts, or their employer's accounts.

Social engineering is everywhere, and each day folks just like you and I become its latest victims. A phishing fraudster tries to appeal to our sense of fear, our desire to help, or our dreams of winning a large sum of money. It could also be disguised as a daily work task, like a link to an invoice we "need to pay". They hope that perhaps we will act first and think later. Who wouldn't be afraid if someone told us a warrant had been issued for our arrest for missing a court date? Almost anyone would want to bail their grandson out of jail, or get caught up in the excitement of thinking that maybe they could retire tomorrow with zero money worries.

### Social Engineering at Work

While the City of Maryville has invested in anti-virus software, security, and firewalls to prevent a breach, these don't guarantee our immunity. On February 27, 2019 a ransomware virus crippled the City of Baltimore. The virus disabled everything from computers to fax machines and phones. The entire city was paralyzed. Utility payments were accepted in the form of checks or money orders only. Receipts were hand written, home sales were

delayed and municipal court cases were at a standstill. A copy of the ransom note, published in the Baltimore Sun, demanded 13 Bitcoins, nearly \$102,000 for unlocking the seized files.

"Ransomware is often spread through phishing emails that contain malicious attachments or through drive-by downloading. Drive-by downloading occurs when a user unknowingly visits an infected website and then malware is downloaded and installed without the user's knowledge". (<https://security.berkeley.edu/faq/ransomware/how-does-computer-become-infected-ransomware>). In other words, the City of Baltimore's nightmare likely started in an employee's email and instead of deleting the email, the employee clicked on a link, or downloaded an attachment that contained the ransomware.

According to the Identity Theft Resource Center, a non-profit organization founded to provide victim assistance and consumer education, between 2005 and 2019, there were more than 10,220 data breaches in the US alone. During that time, almost 1.5 billion records were exposed thanks to social engineering. These cyber attacks put personal information; names, Social Security numbers, medical information, passwords, credit card numbers, and more at risk. And worse, nearly half of all cyber attacks originated with the victim simply clicking on a link or downloading an attachment.

All of this bad news paints a bleak picture, but there are things you can do to improve our security and safeguard sensitive data both at home and at work. Education is by far, our best defense against the constant threat of social engineering. Where do we start to educate ourselves about how to outsmart cyber thieves? On the lower level of the Municipal Building! In the coming months the IT department will be providing training for all employees on how to spot a threat, what to do, what not to do, and how to move forward safely. The training will be valuable here at work and at home as well. Every month IT staffers will also share timely tips in a re-occurring education corner of the Nutshell called CRUSHIN'

[CAUTION:EXTERNAL SENDER]

IT - I.T. Tips to Help You Crush Cyber Threats.

### The IT Team Leads Us into War

In the ongoing battle to keep the City's sensitive information safe, our IT employees are constantly implementing new tactics, introducing new tools, and making new policies. One of the newest tools they've given us is an important clue to watch for on emails in your inbox. It's the red caution message that has recently been added to the top of all emails that originate from outside the city system. If you see this message - take a minute to think it through before you proceed. ... [CAUTION:EXTERNAL SENDER]. This indicates that the email originated from outside the City of Maryville organization. Whenever this message is present, do not click links or open attachments unless you recognize the sender's email address and know for sure the content is safe.

With proper training, simply spotting an attempted attack is the first step in shutting it down. Knowing when not to click on a link or open an attachment and why we shouldn't do so is our first line of defense in this war. Imagine the outcome for the City of Baltimore if the employee who was responsible for giving the ransomware a foothold in their network had just deleted the message rather than engaging. It would have been a terribly boring story to tell. In this case, boring is good!



I.T. Tips to Help You Crush Cyber Attacks

# Show Us Your Ride!



1957 John Deere 420W Tractor  
**Jack Bryant**  
EPW



1986 Chevy Silverado  
**Dave Boring**  
Water & Sewer



New Horse Trailer  
**Scott Brown**  
Electric/Fleet



2014 Triumph Bonneville T100  
**John Crow**  
MFD



1955 Chevy 210  
**Clay Cope**  
EPW  
*"Big Bertha"*



2004 Harley Softail  
**Jerry Diffe**  
MPD



1970 Chevy Camaro  
**David Graves**  
MPD



'71 Chevrolet Cheyenne  
(ready for restoring)  
**Tim Green**  
EPW



'70 Chevrolet Cheyenne (restored)  
**Tim Green**  
EPW



'71 Chevrolet El Camino  
**Tony Hatcher**  
Water & Sewer  
*"Elky"*



1967 Ford Fairlane  
**Joe Head**  
Water & Sewer  
*"Eloise"*



'67 Chevrolet Camaro  
**John Hudgens**  
Waste Water Plant



1973 Oldsmobile Cutlass Supreme  
**Eddie King**  
MPD



2005 Chevrolet Corvette  
**Robert Large**  
Dev. Services/Codes



2016 Chevrolet Corvette  
**Sonya & Mike Large**  
Electric



1998 Harley Davidson Softail  
**William Murphy**  
Electric



1973 Harley Davidson Shovelhead  
**William Murphy**  
Electric



2007 Yamaha V-Star Cruiser  
**Christine Tillman - IT**  
*Red Riding Hood*

# Applause Please....



2017 GMC Sierra  
**Kyle Newman**  
MACTO



1988 Oldsmobile Cutlass  
**Kyle Newman**  
MACTO



1966 GMC Pickup  
**Jay Parrott**  
EPW



Fishing Kayak  
**Adam Parton**  
Water & Sewer



1955 Chevy 210 Post  
**Katie Pledge**  
Finance



New Employee  
**Tyler Buckingham**  
MPD  
Police Officer



New Employee  
**Jordan Isbell**  
MPD  
Police Officer



New Employee  
**Kyle Riemer**  
MPD  
Police Officer



New Employee  
**Reid Walker**  
MPD  
Police Officer



New Employee  
**Madison Wethington**  
MPD  
Police Officer



New Employee  
**Shelby Worthington**  
EPW  
Grounds Maintenance Worker



Promotion  
**Doug Chapman**  
EPW  
Utility Construction Inspector



Promotion  
**Brian Gray**  
EPW  
Sanitation Collection Driver



Promotion  
**Chase Green**  
EPW  
Heavy Equipment Operator

**URGENT  
NOTICE**



Promotion  
**Jake Kagley**  
EPW  
Utility Construction Worker I



Promotion  
**Ron Nugent**  
EPW  
Senior Street Sign/Marking Tech

## New Hands Free Cell Phone Law Effective July 1

Tennessee drivers may no longer hold a phone in their hand while their vehicle is moving. All employees will need to be aware of the new law while driving City owned vehicles. If you use a cell phone to conduct business on behalf of the City, please talk to your supervisor for a hands free solution. For more information and suggestions for your private use, visit the Employee Page on the website at [www.maryvillegov.com/employees](http://www.maryvillegov.com/employees)

# People are the Key

## July Birthdays

1	Debbie Ryan, Finance
3	Charles Fipps, MFD Darryl Adams, Electric
4	Michael Braden, MPD
7	Greg McClain, Admin Scott Poland, Dev. Services Kevin Stoltenberg, Dev. Services Chad Wilson, EPW
8	Mike Caylor, MFD Marcus Walker, MPD Jordan Marshall, EPW
12	Rod Fernandez, MPD Travis Hill, MPD
13	John Priest, MPD D.J. Porter, MPD
15	Keith Anderson, W&S
16	Derik Hilbert, Dev. Services
18	Laurie Head, EPW Dusty Finger, Electric
20	Randy Thompson, MFD Daniel Rogers, EPW
22	Tyler Kirkland, W&S
26	Terry McCoy, IT Paul Shoffner, Electric
28	Jerry Barnes, Finance
28	Donnie Williams, Electric
31	Chance Hawkins, MFD



## July Anniversaries

David Graves, MPD	35 years
Becky Connatser, Finance	34 years
Bill Walt, Electric	32 years
Stay Chissay, EPW	31 years
Keith Wilson, W&S	30 years
Ralph Goodson, Finance	30 years
Doug Short, Electric	29 years
Ricky Cummings, EPW	26 years
Johnny Garner, EPW	26 years
Charlie Martinez, MFD	24 years
Tony Clark, MFD	24 years
James Yearout, Electric	24 years
Teresa Rucker, Finance	23 years
Chad Simpson, MPD	23 years
Amy Woody, Electric	23 years
Richard Johnson, Electric	21 years
Tony Hatcher, W&S	16 years
Ray Boswell, Admin	14 years
Celia Quintana, Finance	14 years
Jonathan Ellenburg, W&S	12 years
Mark Hasty, MFD	11 years
Ron Breazeale, W&S	11 years
Jason Barham, MPD	7 years
Clayton Hall, MPD	4 years
Jacob Curtis, MPD	3 years
Matthew Tipton, MPD	3 years
Tyran Harrison, MPD	3 years
Adam Cook, MPD	3 years
Trever Nix, MPD	1 year
Bryson Dykes, MFD	1 year

## In Memory of Laurie Galvin

### Tree planted in her honor

Laurie Galvin, a long time employee of the City, lost her battle with cancer on April 23, 2019. She worked for many years in the Finance Department. Following her death several of her former co-workers and friends got together and purchased a Pink Dogwood tree to be planted in her memory. Laurie was an animal lover who owned eight dogs, ten cats, and two parrots. She also volunteered her time at the animal shelters in town and donated food and supplies to them regularly. She fostered dogs, and often talked about the birds, ducks and geese on her and her husband's property on the lake. Because Laurie loved all animals the group decided to plant the tree next to the Dog Park on the Greenway Trail. A plaque that bears Laurie's name will soon be added. What a lovely way to remember a friend who spent her life caring for and loving all creatures.



## Get a Free \$10 Home Depot Gift Card

Just complete an eScore™ Self Audit

Wasted energy costs you money. TVA offers a free, self-guided evaluation

that helps you track down energy waste at its source, and make simple changes to save you money. The self-guided evaluation will jumpstart your efforts to use energy wisely with expert advice, and find TVA-trained, approved contractors to perform quality energy upgrades. When you've done, an eScore™ energy advisor will inspect the work for free! Visit TVA's website for more information: <https://selfaudit.2escore.com/Home/Registration.aspx>.



## Thankful Citizens

Laurie Head, EPW, let us know that a resident called about his rental property at 811 Grandview Drive. He wanted to compliment the crew who cleaned up all the curbside junk and brush. He said they did a very good job and he just wanted to say thank you.

And an email from a citizen: Just a note of thanks to the team that came out to 704 Greenwood and got our power back up last night. Didn't look like an easy job and we appreciate their prompt work! Thank you!